

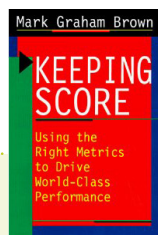
If All the Delaware Library Community Read the Same Book...

QUALITY



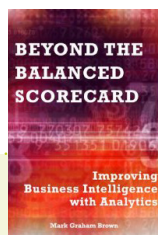
1

*Be Our Guest: Perfecting
the Art of Customer Service*
– Disney Institute

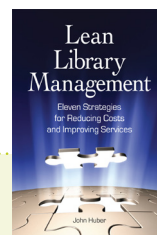


2a

*Keeping Score
& Beyond The Balanced Scorecard*
– Mark Graham Brown

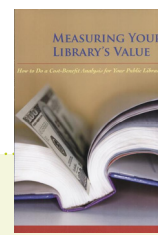


2b



3

Lean Library Management
– John Huber



4

*Measuring Your
Library's Value*
– Donald S. Elliott, Glen E. Holt,
Sterling W. Hayden & Leslie
Edmunds Holt

SERVICE

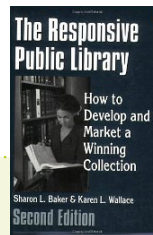


5

*Environmental Scan, Perception Study
& Perceptions of Libraries, 2010*
– OCLC

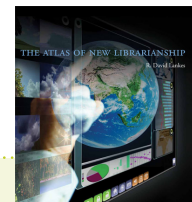


6



7

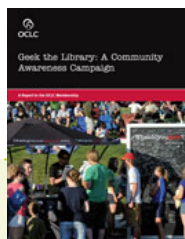
*The Responsive Public Library:
How to Develop and Market
a Winning Collection*
– Sharon L. Baker & Karen L. Wallace



8

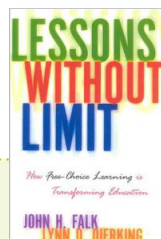
The Atlas of New Librarianship
– R. David Lankes

LEARNING



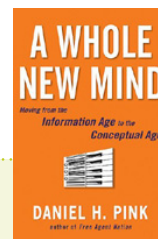
9

*Geek the Library: A Community
Awareness Campaign*
– OCLC



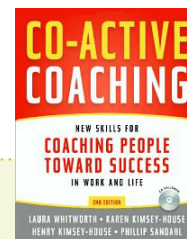
10

Lessons Without Limit
– John H. Falk & Lynn D. Dierking



11

*A Whole New Mind: Moving
from the Information Age
to the Conceptual Age*
– Daniel H. Pink



12

Co-Active Coaching
– Laura Whitworth, Karen Kimsey-
House, Henry Kimsey-House,
Phillip Sandahl